

FIG. 1

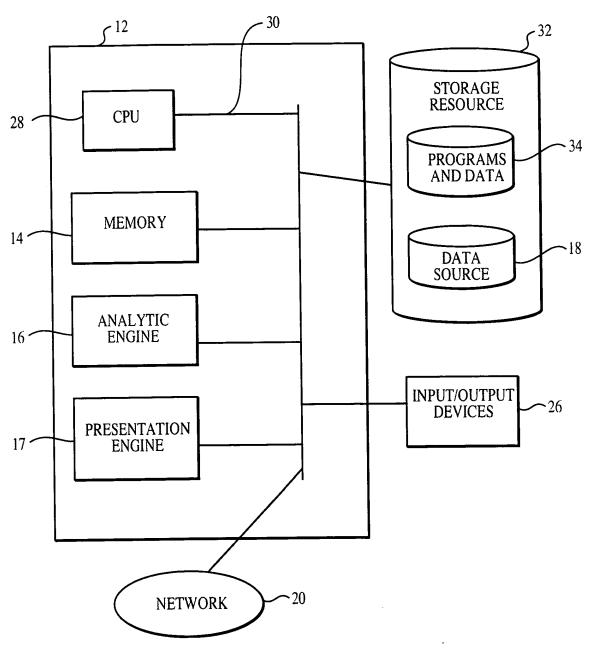


FIG. 2

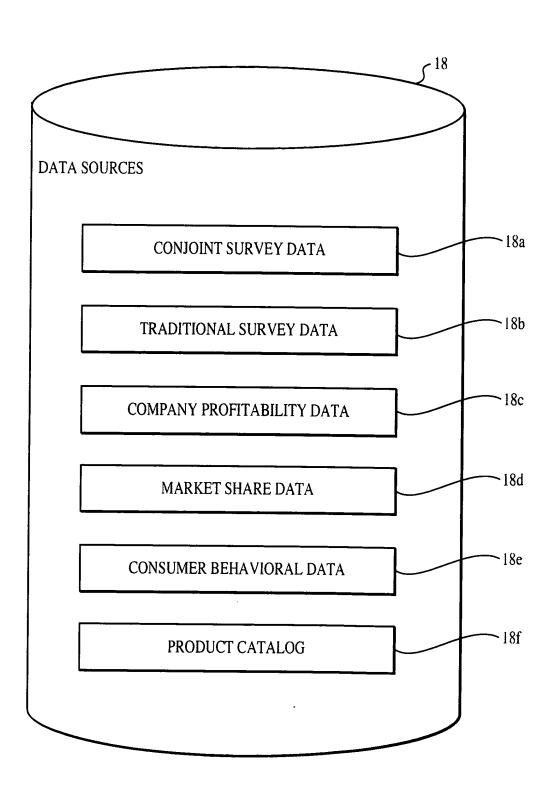


FIG. 3

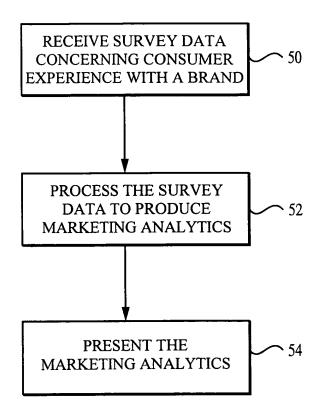


FIG. 4

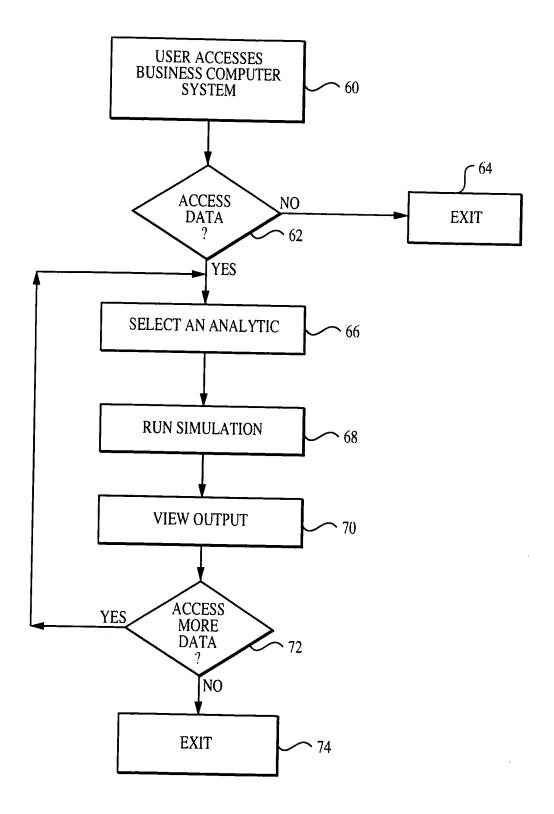
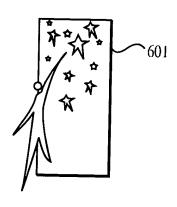
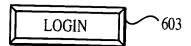


FIG. 5





WELCOME TO THE MARKETING DECISION TOOLKIT. THIS TOOLKIT WILL PROVIDE THE USER WITH MARKETING ANALYTICS BASED ON WEBSITE INDUSTRY INFORMATION. ARMED WITH THESE ANALYTICS, THE MARKETING PROFESSIONAL IS ABLE TO MAKE EFFECTIVE MARKETING DECISIONS.

FIG. 6A

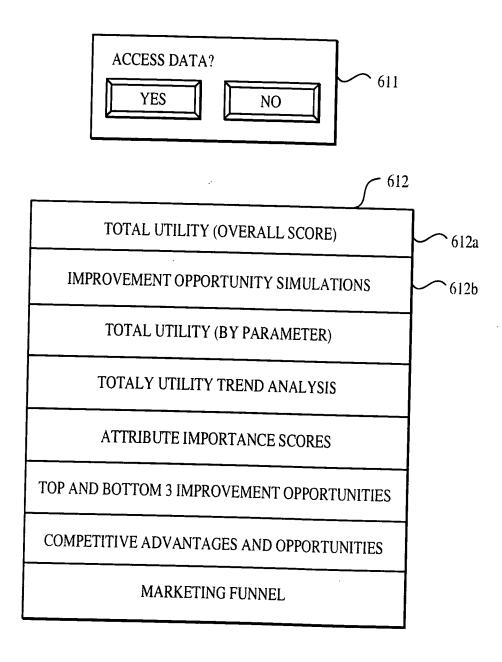


FIG. 6B

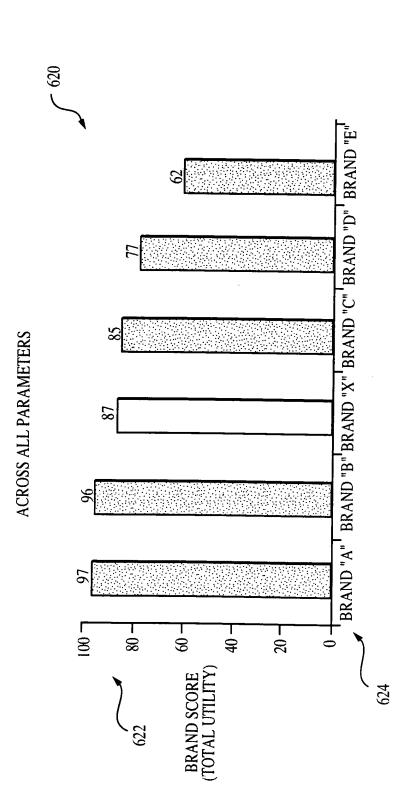


FIG. 6C

'n,

FIG. 6L

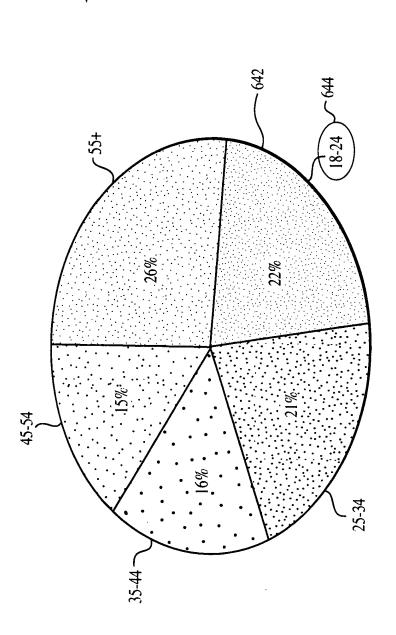
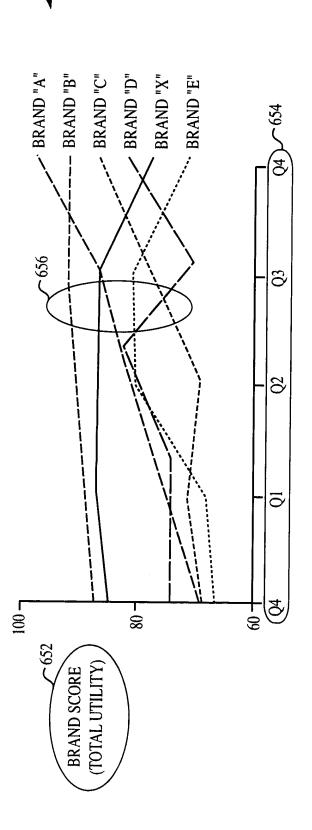
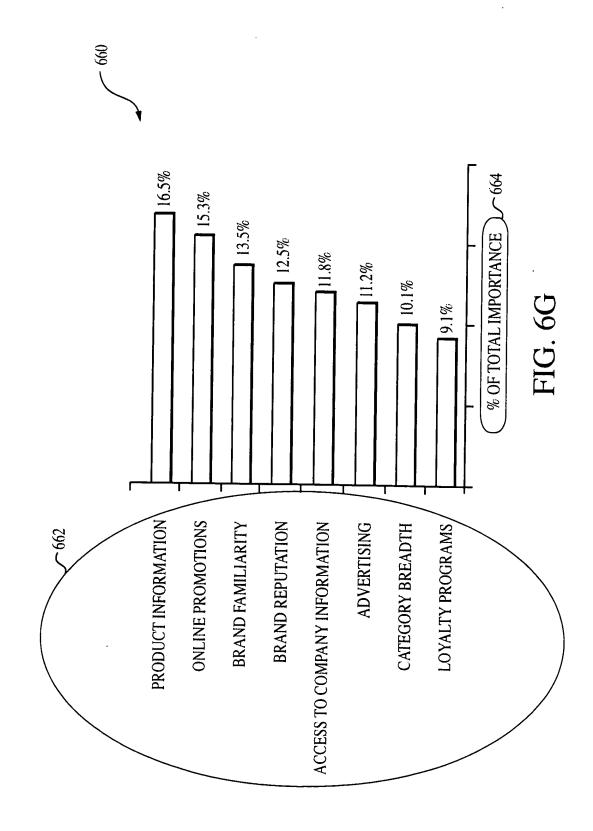


FIG. 6E



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FIG. 6F



				
670	PREFERENCE	+3	+2	+2
879	MARKET SHARE	+2	-	+2
919	LEVEL CHANGE	(L2) DETAILED PRODUCT INFORMATION	(L3) INTERACTIVE DIALOGUE WITH COMPANY	(L2) NEUTRAL IMPRESSION
674	(CURRENT LEVEL)	(L1) BASIC PRODUCT INFORMATION	(L2) NEWS AND PRESS RELEASES	(L1) NEGATIVE IMPRESSION
672	TOP THREE IMPROVEMENT OPPORTUNITIES	PRODUCT INFORMATION	ACCESS TO COMPANY INFORMATION	BRAND REPUTATION

BOTTOM THREE IMPROVEMENT OPPORTUNITIES	CURRENTLEVEL	LEVEL CHANGE	MARKET SHARE	MARKET PREFERENCE SHARE
ONLINE PROMOTIONS	(L3)WEEKLY SWEEPSTATKES	(L4) FREE SAMPLES	0 +	7
ADVERTISING	(L2) CONTENT AND DEMONSTRATIONS	(L3) CONTENT, DEMOS AND RECENT COMMERCIALS	7	9
LOYALTY PROGRAMS	(L1) COLLECT POINTS, REDEEM FOR DISCOUNTS	(L2) COLLECT POINTS, REDEFM FOR ERFE COMPANY	Ŧ	0+
673		PRODUCTS	619	ر. ر

FIG. 6H

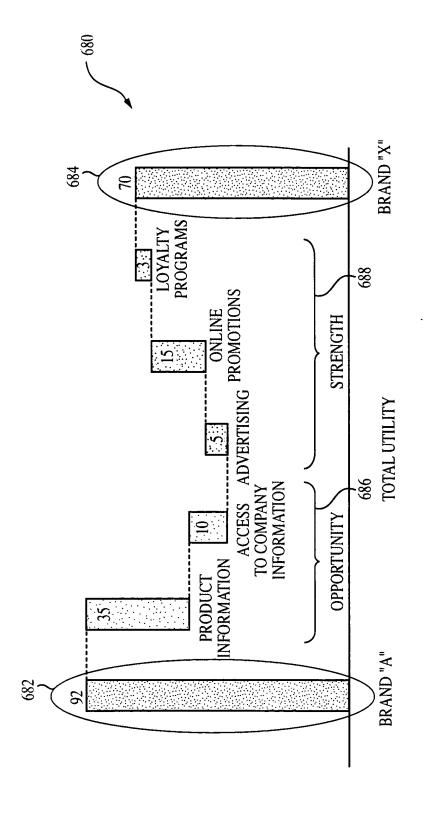


FIG. 6I

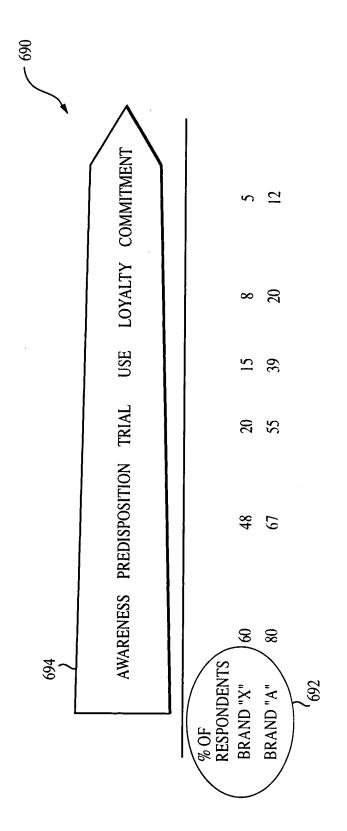


FIG. 6J